## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of : Srinivasan et al.

Serial No. : 09/804,728 Examiner : Y. Retta

Filed : March 13, 2001 Art Unit : 3622

For : METHOD AND APPARATUS FOR INTERNET

**CUSTOMER RETENTION** 

March 4, 2010

## **AMENDMENT**

I hereby certify that this correspondence and any documents referred to as enclosed therewith are being transmitted by EFS WEB to the Commissioner for

Patents on March 4, 2010.

Stanley D. Ference III Reg. No. 33,879 March 4, 2010

Date of Signature

Commissioner for Patents

P.O. Box 1450

Alexandria, Virginia 22313-1450

Sir:

Responsive to the Office Action dated November 4, 2009, please amend the above-identified application as follows.

**Amendments to the Claims** are reflected in the listing of claims which begins on Page 2 of this paper.

**Remarks** begin on Page 10 of this paper.